

Psychiatric & Medical Services

Request for Proposals

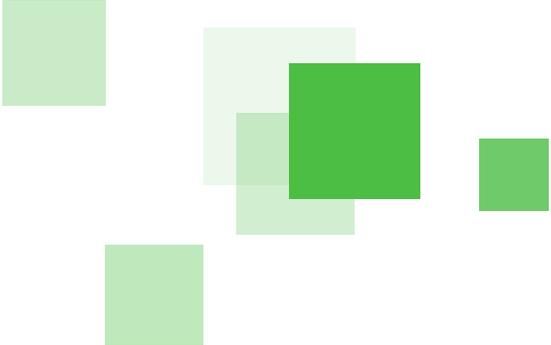
Vendors Conference

New Hampshire Department of Health and Human Services

New Hampshire Hospital

Bureau of Contracts and Procurement

August 25, 2021



Disclaimer

This presentation includes brief descriptions of the RFP specifications and requirements but does not fully elaborate on all required elements. As a result, this presentation does not supersede what is stated in the RFP or its appendices. Proposers are responsible for ensuring that their proposal is complete and accurate according to the information and requirements contained in the full RFP.

Disclaimer

While questions may be asked during this presentation, the Department is not obligated to answer questions during the presentation. As indicated in the RFP, any questions answered verbally will be non-binding. Questions provided in writing in accordance with the RFP will be answered, in writing, by the Department.

Agenda

1. Background of facilities
2. RFP overview
3. Service area 1 overview and Q&A
4. Service area 2 overview and Q&A
5. RFP process, proposal contents, and submission
6. Final Q&A

Facility Background

Background- New Hampshire Hospital (NHH)

- Joint Commission accredited tertiary psychiatric hospital with 184 beds.
- Runs at 100% occupancy.
- Only Institute for Mental Disease (IMD) for adults in New Hampshire.
- Offers forensic, geriatric, and general psychiatric care, as well as medical management of chronic conditions.
- Majority of individuals are admitted to NHH on an involuntary emergency (IEA) basis because they have been found to be dangerous to themselves or others as the result of a mental illness.

Background- New Hampshire Hospital (NHH)

Mission

To help citizens with acute mental illness stabilize their conditions and live their best lives.

Vision

New Hampshire Hospital will become a model of inpatient psychiatric care in the state and region, using standardized, evidence-based methods to stabilize symptoms and prepare patients to thrive in their home communities. We are an employer of choice who supports our staff's individual safety, wellness, growth and engagement by fostering high functioning teams.

Background- New Hampshire Hospital (NHH)

Unit Type	Maximum beds per unit	Number of units	Total bed capacity
General admission units (C, D, E, F, G Units)	24	5	120
Geriatric unit (I & J unit)	38	1	38
Inpatient stabilization unit (ISU)	10	1	10
Forensic unit at NHH (H unit)	24	1	24
Total Bed Capacity			192
Realistic Bed Capacity			184

- All rooms are double rooms.
- Single rooms are created as needed.

Background- New Hampshire Forensic Hospital (NHFH)

- 24 bed forensic psychiatry hospital currently under design and construction.
- Will be Joint Commission accredited.
- Anticipated to run at 100% occupancy upon opening.
- Will serve patients needing inpatient psychiatric care who are not guilty by reasons of insanity, incompetent to stand trial, or have other forms of civil commitment.

Background- New Hampshire Forensic Hospital (NHFH)

- Intended to have three 8-bed units.
- Will be co-located, but physically partitioned from NHH.
- Will share various types of staff with NHH.
- Selected Vendor will provide select staff during the design/build phase to assist in finalizing the design, as well as designing and implementing policies and procedures to operate the facility.

Background- Glenclyff Home (GH)

- 120-bed psychiatric long-term care facility.
- Offers care to a wide array of primarily geriatric citizens who have specialized long-term psychiatric care needs.
- Often a discharge location for geriatric patients who have been previously stabilized at NHH.

Background- Glenclyff Home (GH)

Mission

Strive to provide a continuum of service to New Hampshire's developmentally disabled and/or mentally ill population in a home-like atmosphere with an emphasis on independence, dignity and acceptance.

Vision

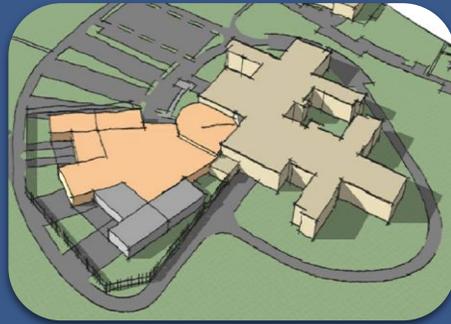
That all Glenclyff Home residents live a full life and gain independence by overcoming their challenges and developing skills to move into their preferred community.

Facility Summary



New Hampshire Hospital

- General psychiatry
- Geriatric psychiatry
- Forensic psychiatry
- Chronic condition management



New Hampshire Forensic Hospital

- Forensic psychiatry
- Chronic condition management



Glenciff Home

- Long-term care psychiatry
- Chronic condition management

RFP Overview

Overview

The Department is seeking proposals from qualified vendors for the following two service areas:

- **Service Area #1-Psychiatric care**

- Psychiatric care for adults admitted to New Hampshire Hospital, New Hampshire Forensic Hospital, and Glenclyff Home.

- **Service Area #2 - Non-emergent medical care**

- Medical care for adults admitted to New Hampshire Hospital and New Hampshire Forensic Hospital.

Overview Continued

- Vendors may submit proposals for one (1) or both of the two (2) Service Areas.
- Vendors are not required to submit proposals to provide services for both Service Areas.
- The Department anticipates awarding one (1) or two (2) contracts for the services in this RFP.
- Resulting contract(s) are anticipated to be effective January 1, 2022, through June 30, 2026. May be renewed up to six (6) additional, contingent upon performance and required approvals.



Overview

Service Area 1- Psychiatric Services

Overview- Service Area 1- NHH

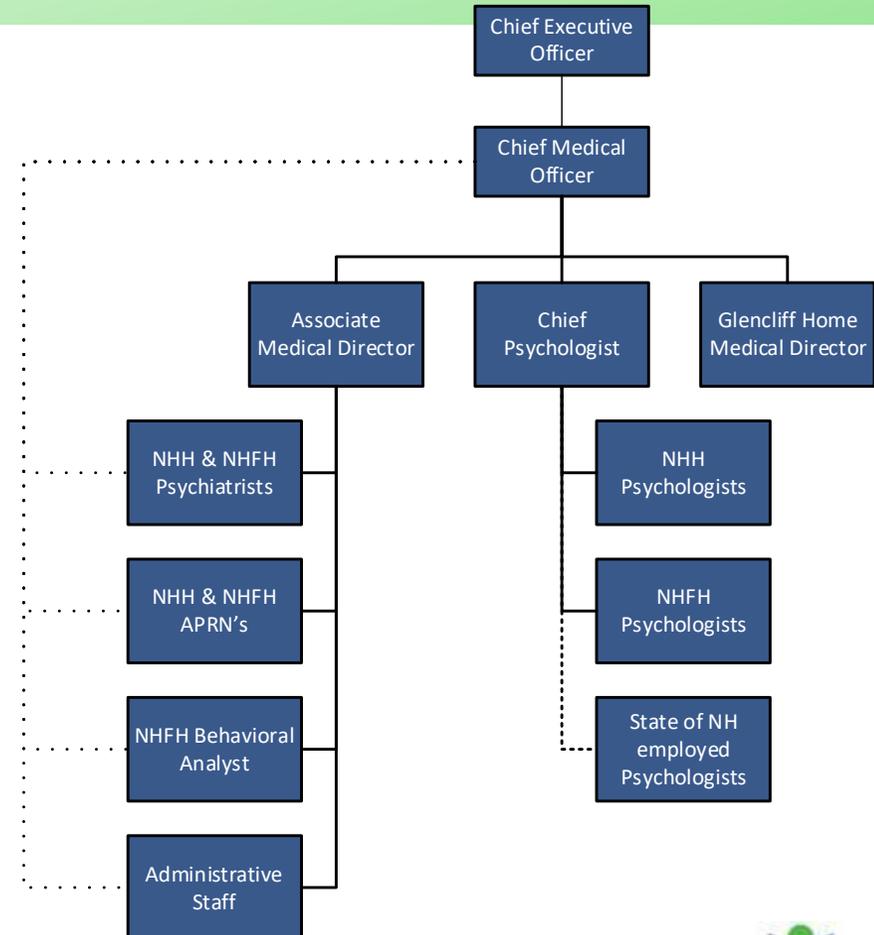
Position	Minimum FTE/ Staffing Ratio Limits
Chief Medical Officer	1.0 FTE
Associate Medical Director	1.0 FTE
Staff Psychiatrists	For a 184-bed hospital, a minimum patient to Staff Psychiatrist (and/or) APRN ratio not to exceed 12:1
Psychiatric Advances Practice Registered Nurse (APRN)	Ratio of Psychiatric APRNs to Staff Psychiatrists not to exceed 4:1
Chief Psychologist	1.0 FTE
Psychologist	1.0 FTE
Forensic Psychologist	1.0 FTE
Administrative Staff	Optional

Overview- Service Area 1- NHFH & GH

Facility	Position	Minimum FTE/ Staffing Ratio Limits
NHFH	Forensic Psychiatrists	1.0 FTE
NHFH	Forensic Psychologists	2.0 FTE
NHFH	Behavioral Analyst	1.0 FTE
NHFH	Administrative Staff	Optional
GH	Medical Director	0.4 FTE

Overview- Staffing Relationships

- This is an example and is not meant to be prescriptive.
- Vendors can coordinate and partner with the Chief Executive Officer on how to best organize the staffing needs set forth in this solicitation.



Chief Medical Officer

- Oversees all staff under the resulting contract for Service Area #1.
- Will assume the same duties at New Hampshire Forensic Hospital (NHFH) upon commencement of patient services in this facility.
- Expected to provide senior leadership for staff under the resulting contract, and act as an internal resource and expert relative to the medical practices, protocols, and methods of all three facilities.
- Will participate as a member of the Executive Leadership Team for NHH and NHFH.
- Participates in providing care and on-call when necessary.

Associate Chief Medical Officer

- One (1) full-time equivalent.
- May be filled by up to two individuals.
- Assists the CMO in executing their duties.
- Will assume the same duties at New Hampshire Forensic Hospital (NHFH) upon commencement of patient services in this facility.
- Participates in providing care and on-call.

Staff Psychiatrists/Psychiatric APRNs

- Provide inpatient psychiatric care to forensic and non-forensic patients.
- Participate in team-based care planning with Social Workers, Nurses, Pharmacists, Mental Health Workers, Occupational & Rehabilitative Therapists, Psychologists, Neuropsychologists, and Medical Providers.
- Coordinate care with Emergency Rooms, Community Mental Health Centers (CMHC's), step-down facilities, and various other aspects of the healthcare community of New Hampshire.

Psychologists

- Chief Psychologist provides leadership for Psychology staff, but is also at times involved in provisioning care.
- General Psychologists are expected to partner with clinical teams to provide consultation, diagnostic tests, and treatment to patients at New Hampshire Hospital.
- Forensic Psychologists are expected to partner with clinical teams at NHH and NHFH to provide consultation, diagnostic tests, and treatment to forensic patient.
- A portion of Psychologists are currently state employed and not a part of this RFP, but it is anticipated that contracted Psychology staff will closely work with these individuals and function as one cohesive team.

Behavioral Analyst

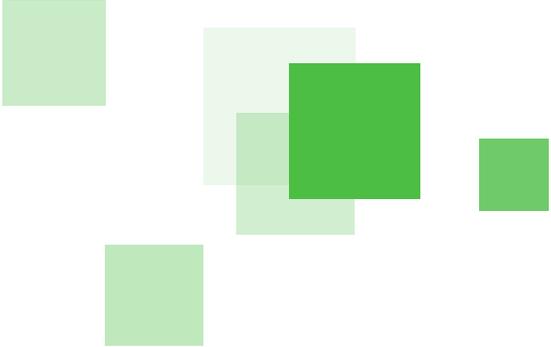
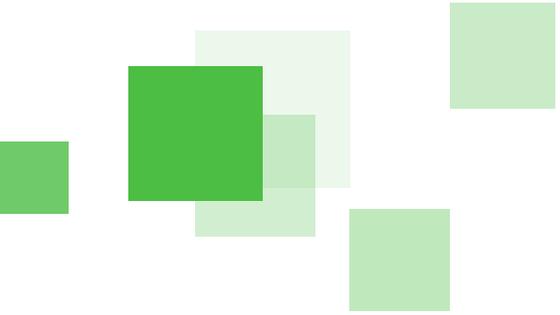
- Provides behavioral analysis, functional analysis, reduction procedures and strategies, and adaptive life skills to patients at NHFH.
- Coordinates with care teams on the provisioning of patient care.

Medical Director- Glenclyff Home

- 0.4 FTE position
 - The remaining 0.6 FTE can be used at one of the other three facilities to complete a staffing model if appropriate.
- The Medical Director of Glenclyff Home provides general oversight of clinical care rendered at Glenclyff Home, and is a member of the Leadership Team.
- Coordinates all medical care and psychiatric services with internal and external resources.
- Participates in administrative functions such as policy review and design, attendance in facility-wide meetings, and quality improvement projects.



Service Area 1 Q&A Session



Overview

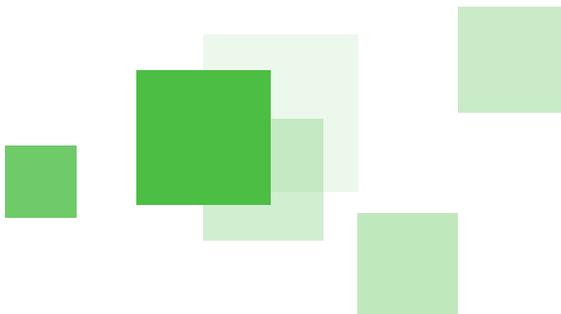
Service Area 2- Medical Services

Medical Director- NHH

- A General Internal Medicine (GIM), Hospitalist, or Primary care physician with experience in supervising other Providers.
- Responsible for providing general oversight and leadership of Medical care at NHH and NHHF.
- Provides consultation and guidance for hospital-wide infection prevention and infection control practices.
- Partners with Executive Leadership on managing the balance between what medical services to offer in-house, vs. which services should be provided by other entities or community-based Providers.
- **Please note, it is not expected that full hospitalist level of care will be provisioned at NHH or NHHF.**
 - Should a patient warrant medical/surgical inpatient care, they will be transferred to a medical hospital.

Medical Providers- NHH

- Medical Physicians and Medical Nurse Practitioners will be responsible for providing consultation, assessment, and treatment of a wide range of medical conditions that patients present with.
- Common medical diagnoses experienced by patients in this setting are obesity, diabetes, wound care, auto-immune conditions, dental pain, and many others.
- Medical treatment offered is a combination of coordinating internal and external resources to ensure the overall health of the patient.
- A portion of Medical Providers are currently state employed and not a part of this RFP, but it is anticipated that contracted Medical staff will closely work with these individuals, and function as one cohesive team.



Service Area 2 Q&A Session

RFP Process

RFP Process & Timeline

Phase 1: RFP Development

Phase 2: Competitive Bidding

Phase 3: Scoring

Phase 4: Contract Development

Phase 5: Contract Finalization

Process Step	Date/Deadline
RFP published	7/30/2021
Vendors conference	8/25/2021
Question submission deadline	8/27/2021
Department responds to questions	9/8/2021
Proposal submission deadline	9/29/2021
DHHS scoring	October 2021
Contract development	October – November 2021
Contract finalization	November – December 2021
Target contract effective date	1/1/2022

Evaluation Process

Technical Proposal	Service Area #1	Service Area #2
Staffing and Recruitment	200	200
Retention	50	50
Employee Leave Policies and Practices	50	50
Performance Monitoring	100	100
Quality Assurance	150	150
Staffing Ratio (Service Area #1 Only)	50	Not applicable
Total Available Technical Proposal Points	600	550
Cost Proposal	150	150
Maximum Possible Score	750	700

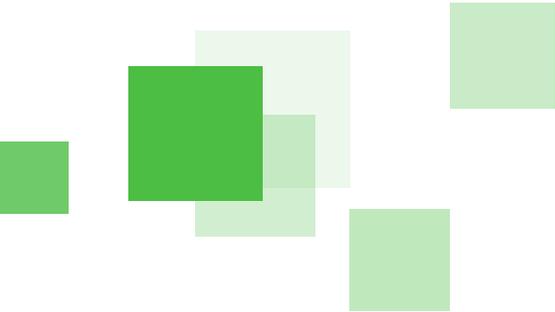
Proposal Content Requirements

Topic	Content Needs
General Contents (Submit only once)	<ul style="list-style-type: none"> <input type="checkbox"/> Transmittal cover letter <input type="checkbox"/> Description of organization <input type="checkbox"/> Proposer's references <input type="checkbox"/> New Hampshire Certificate of Good Standing <input type="checkbox"/> Affiliations- Conflicts of interest <input type="checkbox"/> Appendix B- Contract monitoring provisions <input type="checkbox"/> Appendix C- CLAS requirements
Technical Proposal (Submit for each service area)	<ul style="list-style-type: none"> <input type="checkbox"/> Appendix D- Technical proposal narrative <input type="checkbox"/> Appendix E- Staffing list <input type="checkbox"/> Required attachments
Cost Proposal	<ul style="list-style-type: none"> <input type="checkbox"/> Appendix E- Staffing list (staffing costs)

Sole Point of Contact

- All communications regarding this RFP must be directed to the RFP sole point of contact:
Robert Moore, Contract Specialist
Bureau of Contracts & Procurements
State of New Hampshire
Department of Health and Human Services
Email: robert.w.moore@dhhs.nh.gov
- Department employees have been directed not to hold any discussions concerning this RFP with any potential Contractor during the selection process, unless otherwise authorized by the RFP sole point of contact.

Final Q&A Session

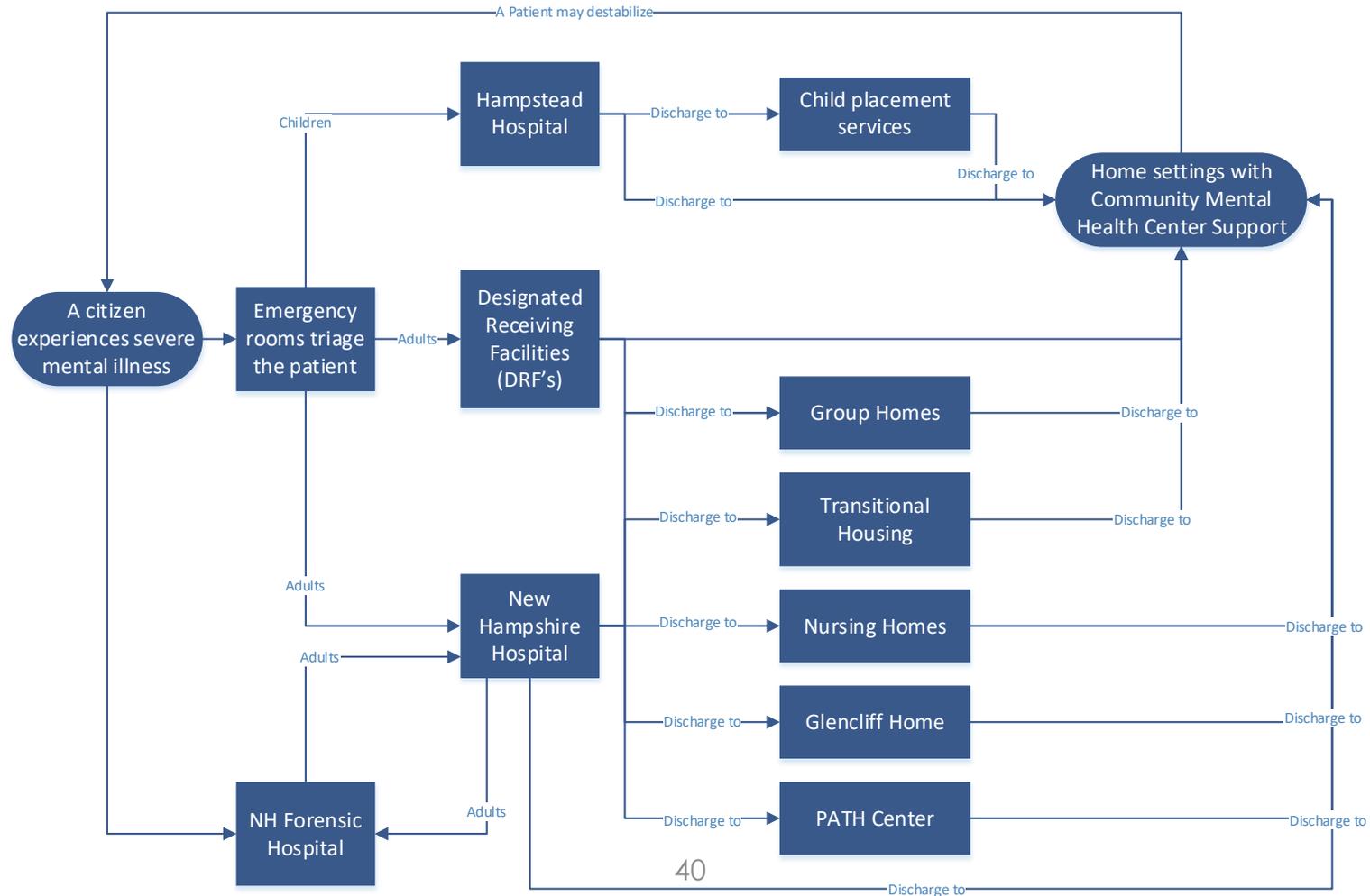


Thank you for attending!

Be sure to email any questions to
Robert Moore at robert.w.moore@dhhs.nh.gov
by Friday, August 27, 2021



Appendix 1 - Mental Health System of NH



Appendix 2- Helpful Publicly Available Content

- [NH House Budget Presentation-NHH](#)
- [NH House Budget Presentation- GH](#)
- [NH Senate Budget Presentation- NHH & GH](#)
- [NH Senate Phase- Forensic Hospital Presentation](#)